



Together,

We Can

Make a Difference



SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

August 6, 2002

Marlene H. Dortch, Office of the Secretary
Federal Communications Commission (FCC)
445 Twelfth St SW, TW-A325
Washington DC 20554

Re: Ultratec's Petition on CapTel – Docket 98-67

I am one of those privileged to use CapTel, whereas others have to wait until a trial is set up in their state or the FCC takes action to approve CapTel as a reimbursable TRS service. I learned of the program as a result of the USDA-Forest Service "Know No Bounds" seminar in May for their employees who have disabilities, along with their managers and co-workers. For me, CapTel allows me to access voicemail to full advantage. Having someone transcribe my messages into text is neither easy nor complete. I truly look forward to listening to my own messages with captioning support. That's exactly what happens at seminars: I sit between two good note-takers. I hear the speaker incompletely, but reading my neighbors' notes brings the whole thing into focus and full understanding. It's always been spooky that right in the middle of a jumbled speech, I clearly hear a few words.

I am tremendously excited at the potential this gives for me to hear on the telephone again, after all these years. My hearing loss has increased since I first noticed (but did not understand) at age 8. Therefore, I speak clearly but now require wearing eight microphones to adjust between either trying to understand my grandchildren or trying to respond to audience questions during Kiwanis and other luncheons at which I make business presentations.

My job with the Forest Service (as a Dept of Labor sponsor of the "Hire Older Workers" program) is to place low-income persons age 55 and over back into the unsubsidized workforce. This requires three personal appointments with each potential trainee or employer. In July, I helped five begin work, and this week five more are poised to complete arrangements with new job-training worksites. Better personal phone capability can help me be efficient, saving time and travel, as the Ottawa National Forest extends 85 miles west and 30 miles north from this office.

Many times, persons I try to call for the first time choose to hang up on the Relay Operator because they think it is just another telemarketer. As you can see, I am a prime candidate for the CapTel system. I believe this valuable and unique communication enhancement should be recognized by the FCC the same way I understand my TTY-with-VCO service has been recognized for the 12 years I have used it: that is, as a reimbursable TRS service.

With sincere thanks,

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